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## ACUTA eNews April 1994, Vol. 23, No. 4

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# ACUTA NEWS

THE VOICE OF  
TELECOMMUNICATIONS  
IN HIGHER EDUCATION

Association of College & University Telecommunications Administrators

April 1994

## Call accounting is not outlawed—yet

**Randy Collett**

*Central Missouri State University*

*Chairman, ACUTA Legislative & Regulatory Affairs Committee*

Senator Paul Simon (D-IL) has proposed Senate Bill 984, the Privacy for Consumer and Workers Act, which will limit the telephone, video, and computer monitoring of workers. One positive aspect of this proposal protects employees from violation of everyone's right to privacy in restrooms, locker rooms, and dressing areas.

However, in its present form, there is language in this bill that is unacceptable for most ACUTA members. Call accounting is specifically mentioned in the definition of electronic monitoring. The bill defines call accounting as recording the phone numbers of calls being made, the time the calls are connected and completed, and the identification of the person placing the call. If passed in its present form,

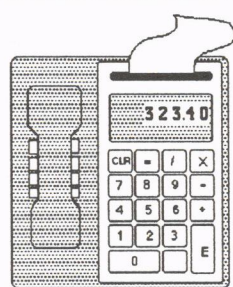
call accounting would become illegal. ACUTA believes this is unreasonable.

According to Senate Bill 984, "new employees could be monitored randomly and periodically during the first 60 days on the job. After that, work groups could be monitored, but only if employees are notified in writing 24 hours beforehand," reports *Teleconnect Magazine* (March 1994).

Responding to inquiries from several ACUTA members, the Legislative and Regulatory Affairs Committee has drafted an example of a letter to a U. S. Senator. We encourage you to write your own version or even duplicate this letter on your letterhead and mail it as soon as possible. This bill will be debated before the end of this

session. It's up to us to educate our legislators!

*See "Senate Bill 984..." on page 4*



**Members are urged  
to take action.**

**See page 4.**

## Nominate now for three ACUTA offices

**Coley Burton**

*University of Missouri*

*ACUTA Past President*

For the first time, the election of members to the ACUTA Board of Directors will be conducted according to the new Bylaws. All elections will be done by mail ballot; there will be no election at the annual meeting in Anaheim. According to the transition plan to restructure the Board from 14 to 9 members, three Board members will be elected this year; secretary/treasurer and two Board members at-large. The remaining positions will be filled either through automatic accession or as part of the transition plan.

*See "Officers..." on page 7*

## Nominations sought for ACUTA Achievement Awards

**Coley Burton**

*University of Missouri*

*ACUTA Past President*

ACUTA Achievement Awards are "presented to ACUTA members, associate members and affiliates for contributions to ACUTA, higher education, and the telecommunications profession." The awards committee, comprised of Past Presidents Paula Loendorf, Bill Orrick, and myself, is soliciting nominations for the award.

From my many years in ACUTA and the telecommunications arena I have come to realize that most of our members are of the "aw-shucks, gee-whiz" type when it comes to being

*See "Nominations..." on page 4*

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- 9 Takin' care of business



## Board Report

### ACUTA Board interviews final four candidates for Executive Director

The ACUTA Executive Director search was the primary focus of the Board at its March 5, 1994 meeting. The Board met with each of the final four candidates on Friday, March 4, prior to formal deliberations with the search committee and the selection of the top two finalists.

Other key items on the March agenda included:

- '94 Membership drive and promotional campaign
- Completion of the Member Needs Assessment report
- Relocation of the Lexington office
- Financial audit of ACUTA books
- 1994 Anaheim Annual Conference planning
- Adoption of host school selection guidelines.

Submitted by

Dr. James Cross, Longwood College  
ACUTA Secretary

### Correction to President's letter

Recently you should have received a document entitled "A Very Important Message from the Board." Pat Searles, ACUTA President, has discovered a mistake on the first page of her letter, in the paragraph beside the third checkmark regarding the term of office for the President Elect and Secretary/Treasurer. Instead of two-year terms as stated, these positions will be one-year terms. The Secretary/Treasurer may run for a second one-year term. The four Directors-at-Large hold two-year terms as stated.

### ACUTA dues notices to be mailed in early May

There may be no such thing as a free lunch; but when you pay your ACUTA dues, you do get a generous helping of benefits!

- Active ACUTA members receive the newsletter, directory, monographs, and other publications.
- Participation in ACUTA events keeps members up-to-date on technology, regulatory issues, and management concerns. Of course, members receive discounted rates when they attend ACUTA events.
- The Resource Library is expanding and becoming a valuable source of information for our members.
- Those on the active member list as of September 1, 1994 will be included in the '94-'95 directory.
- The networking that takes place among professionals from across North America and even New Zealand and Australia has proven invaluable to many.

Early in May you will receive your notice for 1994-95 dues. Payment is due by July 1. Please check the information shown on your dues notice carefully and make corrections before returning it with your payment.

The coming year promises to be a year of progress for ACUTA with a new Executive Director in the office and many aspects of the strategic plan being implemented. Don't fall off the network—send your dues in right away!

According to a telecommunications industry newsletter, telephone fraud in the U.S. reached a total of 1.8 billion dollars in 1993.

### Association of College and University Telecommunications Administrators ACUTA NEWS, Volume 23, No. 4

PRESIDENT: Patricia Searles, Cornell University

EXECUTIVE VICE PRESIDENT: Randal R. Collett, Central Missouri State University

VICE PRESIDENT: David E. O'Neill, Washington State University

SECRETARY: Dr. James S. Cross, Longwood College

TREASURER: Robert Aylward, University of Wyoming

PAST PRESIDENT: Coleman H. Burton, University of Missouri System

DIRECTORS: *Membership* – Margaret Milone, Kent State Univ.; *Program* – Malcolm Reader, Univ. of Calgary;

*Publications* – David E. O'Neill, Washington State University; *Northeast Region* – Anthony J. Mordosky, Millersville Univ.;

*Southeast Region* – Buck Bayliff, Wake Forest Univ.; *Midwest Region* – Jan Weller, Univ. of Kansas; *West Region* –

Ferrell Mallory, Brigham Young Univ.; *Canada* – Bruce McCormack, Brock Univ.

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MEETING PLANNER: Lisa M. Cheshire • MEMBERSHIP SERVICES COORDINATOR: Kellie Bowman

PUBLICATIONS EDITOR: Pat Scott • TELECOMMUNICATIONS RESOURCES MANAGER: L. Kevin Adkins

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## President's Message

I'm going to stray from my usual ACUTA-oriented topic this month and talk a little about how our reorganization is progressing here at Cornell. I did a presentation about the merger of our voice and data groups at last year's conference. It generated a lot of interest and I continue to receive calls and e-mail messages from many of you asking for more information. One university sent a contingent of five here last fall to spend a day with us, observing our operation and talking with the people who were impacted. Our staff enjoyed it immensely and relished the opportunity to hear some of the struggles others have faced. It's always nice to know you're not alone!

For those of you who are interested, I will be presenting an update in a break-out session at this summer's conference in Anaheim. Last year when I spoke, we were newly reorganized and had only a few months of actual experience under our belts. This year I'll be able to paint a much more vivid picture of the longer-term effects of our reorganization. The story is still very positive, if not more so, but we have weathered a few unanticipated "blips" along the road to nirvana.

Now let's get to the heart of the issue of merging voice and data groups. As you can imagine, there is not a right or wrong way to do this. We feel we put some rather innovative twists into our version which worked well here for a multitude of reasons, although some aren't options for everyone.

We serve approximately 15,000 voice customers, about a quarter of which are students. A high percentage of the faculty and staff and about 400 of the students have data connections; more than 3,000 have voice mail. As you might imagine, we had two relatively large staffs and had the luxury of some economies of scale which small schools just don't have.

We combined all the front-line customer interface staff members from the two groups into a single entity called Network and Telecommunications Services (NTS) and pulled the back-line support staff (engineering, network software, management software, long-distance network support, copper/coax/fiber infrastructures, switch/node management, etc.) into a second group called Network System Services (NSS). I manage the NTS group.

Further, the staff members who work on customer installation and maintenance are no longer aligned by task, but rather by the customers they serve. After all, if your mission is truly to serve your customers, what better way to understand their unique needs than to give them personalized attention and a consistent interface.

This is where the luxury of a large staff came into play.

We created three self-managed customer service teams, each serving a set group of campus customers. (I won't go into the detail of the team assignments here except to say that they are intuitive for our customers.) Each team has seven members who can handle nearly all of their customers' needs from installing (wiring, software, and billing) a simple phone or data connection to using project planning tools for major upgrades or relocations. One of the seven is designated as the "team leader." It is their job to facilitate—not supervise—each team's activities. In concert with NSS staff, the teams are also capable of exploring new services or unique solutions... it's a lot easier when there is focus and everyone's not working everywhere.

We established a main contact telephone number for each team and eliminated the old general-purpose ones. Customers always get a person when they use this number to contact their team during business hours; they don't get a voice mailbox. And, unless unusual circumstances arise, it's a member of their service team at the other end of the line, not someone at a central answering point. On the selfish side, our staff now have pride of ownership—from beginning to end, all the time—instead of little pieces of many larger jobs. It's truly become a win/win situation for us and our customers.

In early March, we met with campus network administrators, our customer interface people on the data side of our business to discuss our service methodology and listen to their impressions of how it was working. More than 80 network administrators attended—a near record. We propped ourselves up in the front of the room like sitting ducks. Believe it or not, it was an exceptionally positive meeting. It was a lot of fun to see the customers clap and cheer when their service team members were introduced. Customers are getting very close to their teams and their teams to them. The in-depth knowledge of a given customer's operation that we're now able to "institutionalize" in each team has proven more valuable than even our most optimistic predictions. Team members originally feared the team focus on only a third of campus would be stifling. The results have proven quite the contrary. Everyone feels adequately challenged and each team enjoys razzing the others about the "opportunities" they don't miss!

Is it perfect? Does it really approach nirvana? Hardly, but the results to date have exceeded even our broadest definition of a "success." I welcome your continued questions and comments and hope you can join us in Anaheim this summer and hear "Coming Together: Part II".



Patricia Searles

ACUTA President



## Senate Bill 984...

*Continued from page 1*

### EXAMPLE

Date

The Honorable Senator

[Address]

Washington, D. C.

Dear Senator:

I am writing you today in my role as [INSERT YOUR TITLE] at [INSERT YOUR SCHOOL] to express my concern with Senate Bill 984, the Privacy for Consumer and Workers Act.

It is my understanding that this bill prohibits the continuous monitoring (either by video or computer) of employees. And further, that telephone call accounting has been specifically included in the definition of electronic monitoring.

While I understand the need to protect workers from unnecessary intrusions, including call accounting in the bill is simply not in the country's best interest. The process of call accounting is the method utilized to ensure accurate billing to the actual user of the service. Without call accounting information, there is no way to accurately bill the appropriate user for authorized long distance usage.

Call accounting is an important tool for recognizing and preventing toll fraud. Without call accounting there is no way to investigate or control usage that is *unauthorized*. On college campuses, there may also be some special tax implications for student long distance usage or employees' personal calls. Without call accounting, there is no way to accurately determine taxes that should be paid to federal, state, or local authorities.

Please do not support this bill in its present form. Including call accounting in the language of this bill eliminates an important tool in telecommunications management. I'm asking you to take whatever steps are necessary to eliminate call accounting from this bill prior to any vote being taken.

I would be happy to speak with you further about my concerns with the language of this bill if necessary. In the meantime, thank you for your consideration.

Respectfully,

## Nominations...

*Continued from page 1*

recognized for their good work. One of the greatest pleasures in serving on the ACUTA Board of Directors is the opportunity to see and know about all of the great things our members are doing. The ACUTA Achievement Award is a perfect opportunity to recognize the contributions of some of our fellow members. One of my throw-away lines in a President's column last year was, "If you don't blow your own horn, someone will use it for a spittoon." Here's a chance to blow the horn for one or

more of your peers. In doing so, you will not only honor that person, but also ACUTA and our profession.

Please send your nominations to: Coley Burton, University of Missouri, 225 University Hall, Columbia, MO 65211. FAX: 314-884-5255, e-mail: [telcoley@mizzou1.missouri.edu](mailto:telcoley@mizzou1.missouri.edu).

Submissions by mail, e-mail, or FAX please; no telephone nominations. Closing date for submissions is May 27. Just send in the name of your nominee and an explanation of why he or she should receive the award. Awards will be presented at the annual meeting in Anaheim.



# ISDN fits into WVU's campus plans

5

Annie Lindstrom  
Communications Week

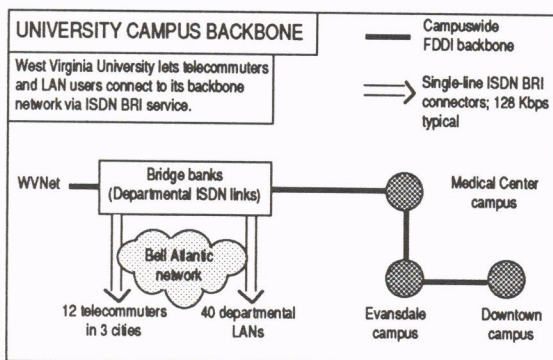
Morgantown, W. VA. Long-time centrex-based ISDN user West Virginia University has begun providing remote users access to the campus fiber backbone via single-line Basic Rate Interface ISDN connections.

WVU, located here, serves 23,000 students and employs 4,500 faculty members. Since 1989, several of the school's academic departments have used centrex-based ISDN to connect to central computing resources, said Jeffrey Fritz, telecommunications engineer at the university.

"ISDN has been very reliable. We have circuits that run 24 hours a day, seven days a week and they never drop. They act just like nailed-up circuits," he said.

WVU now provides users on three campuses with voice services and "D" channel packet data via nearly 1,000 centrex-based ISDN lines, Fritz said. About 300 data-only ISDN circuits support applications such as access to the university's IBM mainframe, network bridging and routing, and video.

"When we started deploying ISDN, we did not have a campus-wide backbone. But now we have an FDDI [Fiber Distributed Data Interface] backbone that connects our campuses," Fritz said. "People have said that now that we have FDDI, we probably don't need ISDN. That has not turned out to be the case. In fact, one seems to be driving the other."



Source: West Virginia University Telecommunications Chart by Cheryl Gormandy

Only nine of WVU's more than 100 buildings are connected to the fiber, mainly because it costs between \$30,000 to \$50,000 to add a building directly to the backbone. Many colleges and departments cannot afford and do not need such connectivity, Fritz said.

Single-line ISDN, which Bell Atlantic Network

Services Inc. began offering in July, provides an inexpensive alternative for connecting to the FDDI backbone. From the backbone, users can access the West Virginia Network for education telecomputing, the Internet, and other state educational institutions.

Previously, departments that wanted to connect to campus networks had to buy T1, 1.544-megabit-per-second connections that cost about \$1,000 per month and up to \$25,000 to install, Fritz said. "Today, we can get an ISDN line for \$40 per month, and an ISDN bridge costs about \$2,000."

The school also has several off-campus buildings. Many of WVU's 55 offices scattered throughout the state plan to connect to the campus backbone via the new single-line ISDN service, Fritz said. Single-line ISDN, or Basic Rate Interface ISDN service, provides up to a 128-kilobit-per-second link.

The university also is beginning to use the single-line service to expand its telecommuting program, Fritz said.

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## 23rd Annual Conference & Exposition

July 31 – August 4 • Anaheim, California

"Telecommunications: Fast Track to the Future"

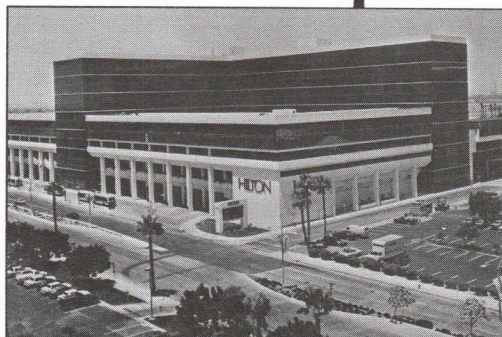
### Top 5 reasons for attending ACUTA's Annual Conference:

- Professional development
- Networking with other professionals
- Stimulating environment away from the office
- Informative, educational presentations on timely issues and new technology
- Opportunity to meet with variety of vendors

Save \$50

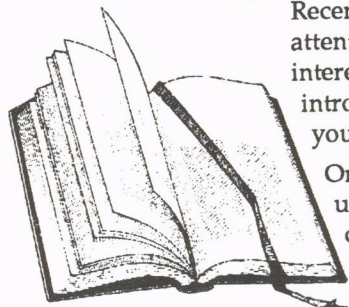
Register before  
July 1

Call Kellie Bowman  
(606) 278-3338  
for details





## Books in review



Recently several new books have come to my attention that looked like they would be of interest to ACUTA members. Here is a brief introduction to two you might find helpful as you handle today's crisis or avert tomorrow's.

One of the challenges facing colleges and universities today is how to meet the rapidly changing needs of a student body that is, demographically, radically different from that seen on campuses even ten years ago.

The student just out of high school who lives in a dorm for four years is becoming the atypical student. Instead, we see working adults returning to the campus, frequently with needs that can best be met by distance learning programs, the topic of both of these books.

***The Electronic University: A Guide to Distance Learning Programs*** Published Sept. 1993 in cooperation with NUCEA (National University Continuing Education Association) by Peterson's Guides of Princeton, New Jersey (800) 338-3282. Paperback, 224 pages, \$15.95.

*The Electronic University* will be a useful reference for several groups of people on any campus: planners and producers of distance learning programs; technical support people; academic advising and career counseling personnel; and potential students in distance learning classes.

The heart of the book is a comprehensive description of 94 Program Profiles, including: historical and enrollment information; degree programs with requirements, availability, degree or certificate awarded, primary method of course delivery and response, and a contact person; and individual course information. For instance, from this book we learn that the University of Alabama in Tuscaloosa first offered a degree program via distance learning in 1992. Their total enrollment for '92-'93 was 170. Without going into the nuts and bolts of how they do it (which the book does), I will tell you that they offer degrees in Aerospace Engineering, Advertising and Public Relations, and Library Science. They also offer for-credit courses in 5 other fields. All of this information is included in the index, so if I were looking for which colleges offered classes in Nursing, for instance, I could tell from the index that University of Alabama does not.

In addition to the Profiles, *The Electronic University* includes articles entitled "Is Distance Education Right for You?" and "Comparing Distance Education Programs," and a glossary of electronic media terminology. You can also read about 9 different distance degree consortia and networks such as AG\*SAT, Mind Extension University, and International University Consor-

tium. A geographic index will show you at a glance where the distance learning opportunities can be found.

Do I recommend this book? Yes, if you have any interest in distance education. It appears to be a first rate effort to provide the most complete information about who is doing what in this field that is throwing open the doors of higher education to a new student population.

***Funding Sourcebook for Distance Learning and Educational Technology*** by Arlene Krebs. An official publication of the United States Distance Learning Association, copyright 1993. For information on USDLA, call (510) 606-5160 or (800) 829-3400.

According to its introduction, this book provides information about funding and "documents the many exciting educational initiatives and distance learning projects occurring throughout our nation," citing hundreds of funded projects within each chapter. Among its goals, it tries "to help you identify key funding programs and reference materials, broaden the numbers of agencies you can request funding from, and determine whether your project meets the agency's requirements."

After opening with some remarks pertinent to the brave new world of distance learning and the opportunities that await the educational community, the book presents in the first chapter descriptions of 36 foundations, their history, projects and amounts they have funded, and contact information.

A chapter on corporate giving programs describes the funding activities of equipment manufacturers and other corporations involved with communications technology. Eight different corporations, including Apple Computer, Digital Equipment Corp., and Time Warner are included in this section, with information regarding grant amounts and recipients, areas of support, and application procedures supplied.

The same kind of information is given for RBOCs, cable TV, and the Federal Government in the next chapter, followed by a description of funding on a state-by-state basis. So if you were investigating linking campuses in Connecticut, you could look in this section to see who to contact at the state level and get an idea of what their expectations would be.

A chapter on print references provides a comprehensive annotated bibliography on key print references and where they may be found, including periodicals, catalogs, and government publications. The next chapter covers electronic references.

This book is another excellent resource. It is included in a membership packet when you pay a minimal fee to join USDLA, or is available separately for \$39.50.



# FCC at a glance

*Whitney Johnson recently retired from his position as Director of Data and Telephone Systems at Northern Michigan University where he worked for 21 years. An active member of ACUTA's Regulatory and Legislative Affairs Committee, Whit will be gathering information relevant to FCC regulations that could impact ACUTA members. Read his report each month in the ACUTA News.*

The legislation that should be capturing most of our attention right now is featured on the front page of this newsletter: Call Accounting. Please write to your senator now.

But Senate Bill 984 is just one of many. Briefly, here's a list of legislation currently in process that you need to be watching:

- Communications Act of 1994 (S. 1822)
- Antitrust/Communications Reform Act of 1993 (H. R. 3626)
- National Communications Competition and Information Infrastructure Act of 1993 (H. R. 3636)
- Public Utility Holding Company Act (PUHCA)

- Telecommunications Facilitation Act of 1994 (S. 1838)
- Bill to combat telemarketing fraud (S. 557)

Several interesting alliances, coalitions, and other cooperative ventures have been formed to give their members a stronger lobby voice in Washington and in the states. Some examples:

- *Competitive Long Distance Coalition* made up of IXC's and Resellers
- *Independent Telephone & Telecommunications Alliance* made up of many of the midsize independent telephone companies
- *Consumer Federation of America* watching out for the consumer
- *Computer Systems Policy Project* made up of computer companies interested in and watching activities relative to the National Information Infrastructure.

All are working very hard to make sure that legislative activity not hurt them. All cannot be happy in the end. We will be looking more closely at these alliances to determine how, if at all, ACUTA may be able to accomplish some of our own goals through their efforts.

## Officers...

*Continued from page 1*

### Automatic

*Pat Searles, Cornell University*, the incumbent President, will become Immediate Past President and will assume all the duties and responsibilities of that office.

*Randy Collett, Central Missouri State University*, the incumbent Executive Vice President, will become President and will assume all the duties and responsibilities of that office.

*Dave O'Neill, Washington State University*, the incumbent Vice President, will become President Elect and will assume all the duties and responsibilities of that office.

*Tony Mordosky, Millersville University*, the Northeast Region Director, and *Jan Weller, University of Kansas*, the Midwest Region Director, will assume the duties and responsibilities of a Director at Large for a period of one year.

### Subject to Ballot

**Secretary/Treasurer:** To be elected for a term of one year from a slate of nominees to be assembled by the Nominating Committee. *Robert Aylward, University of Wyoming*, is currently completing his second term as Treasurer. *Jim Cross, Longwood College*, is currently completing his first term as Secretary. Both Robert and Jim are eligible for election to the office of Secretary/Treasurer.

**Board Members at Large:** Two to be elected for a term of two years from a slate of nominees to be assembled by the Nominating Committee; the two candidates receiving the most votes will be declared the winners. *Buck Bayliff, Wake Forest University*, Southeast Region Director; *Ferrell Mallory, Brigham Young University*, West Region Director; and *Bruce McCormick, Brock University*, Canadian Region Director, are all completing a two-year term. Buck, Ferrell, and Bruce are all eligible for election to the office of Board Member at Large.

### Nominations

All ACUTA members may submit nominations for the offices of Secretary/Treasurer and Board Member at Large. Before placing a name in nomination, please be reasonably sure that the person you are nominating is willing to accept the responsibilities that accompany the office. The individual should be aware of the considerable commitment, particularly in terms of the time required to carry out the responsibilities of the office. The individual's institution also must be prepared to support such a commitment.

Upon receipt of each nomination, I will contact the nominee personally to confirm the nominator's findings and answer questions the nominee may have. All nominations must be received by 5 p.m., CDT, May 13, 1994. Please send all nominations to: *Coleman Burton*, Chair, ACUTA Nominating Committee, 225 University Hall, Columbia, MO 65211. FAX: 314-884-5255; e-mail: [telcoley@mizzou1.missouri.edu](mailto:telcoley@mizzou1.missouri.edu). Mail, e-mail, and FAX nominations are fine; no phone calls, please.



# Steps you can take to hold down toll fraud

Eddie M. Pope, P. C.  
Dallas, Texas

As frequent readers of this newsletter know, the Federal Communications Commission is considering new regulations relating to toll fraud (see the January, 1994 issue) and ACUTA has been active in that docket (see February, 1994 issue). As of this writing, the FCC has not issued its rules. However, the proposed rules and the comments make it clear that the entity that controls the phones will have responsibilities in preventing their own fraud. It looks as though some of the rules will be different depending on what type of equipment you are operating.

You know that your systems are vulnerable to fraud. You have a large concentration of bright young people, some of whom think it is fun to try and "beat the system" by making free calls to their friends across the country and around the world. What can you do to protect your campus—and your budget?

- **Educate** Hey, that's what school is all about, right? So run articles in the campus newsletter and sponsor presentations to the students. Invite someone from the Secret Service to explain to your students that toll fraud is a crime, and if they are caught it could mean the end of a promising future! Let them know that if you catch them, they could be expelled and prosecuted. Put information about their responsibilities regarding the telephone system in the new student orientation packet. If your school has a computer bulletin board, that is a great place to spread the word—"hacking" is a crime and will get you into trouble.
- **Check your PBX** The cases that the FCC has already decided put a lot of responsibility on the PBX owner. The FCC has decided that since you have control over who can get into your PBX, and what features they can use, you should bear the burden of any calls that result from your PBX. So it is very important that you make sure that hackers can't get into your system make calls around the world. Your PBX vendor should be able to help you close down some of the more common fraud problems, like a factory-default password that is still active. Voice mail systems are also vulnerable to being used for fraud. You should also consider whether you want any international calling from your PBX, and you should probably restrict "casual access" dialing—calls where the caller can dial 10XXX-1 and reach another carrier.
- **Check with your local telephone company** Your local phone company can be very helpful in identifying and combatting fraud. Make sure that you have ordered all of the available call screening and call blocking that they may have available for your campus. If you are operating pay

telephones on your campus, the local exchange company should have special call screening and blocking services for those phones. If you are using a CENTREX system, make sure your local carrier is implementing toll fraud protection. If not, go to your state Public Utility Commission (PUC) and demand that you get the service that you need.

- **Check with your long distance company**

International toll fraud seems to be the area where the largest bills can accumulate, and very quickly. Your primary long distance carrier may have a number of anti-fraud tools that they can apply to your account. It is your responsibility to contact them, ask them for what they have available, and shop around to see if other carriers have better fraud control systems. If it becomes important for their customers, you can be sure that carriers will start competing in how well they can protect you from fraud. Have them train your people in what to look out for, and have them



check your system to see if there are fraud loopholes that your vendor or local exchange company missed. As you go into the future, make toll fraud part of your RFP process, and evaluate vendors on their ability to help you protect yourself.

- **Check your phone bills** Each month, someone in your organization should go through phone bills, looking for fraudulent calling patterns. Some of them are easy—a thousand calls to Egypt and Pakistan within one hour, all supposedly from one phone. Other patterns are more difficult, but your trained staff should be able to find them. As soon as they are found, bring them to the attention of the local exchange company and your long distance company. Have your staff document who they talked to, when, and what the resolution of the discussion was. Make sure you follow up on the problem so you can keep tightening your system.

- **Protest** Hopefully, most of the fraud will be taken care of by the previous steps. If, however, you still have a carrier that is insisting on your paying a bill which you do not believe is your responsibility, then complain to your state PUC or the FCC. At that point, it will probably be helpful for you if you retain an attorney who is familiar with the FCC and fraud matters.

Fighting toll fraud is everyone's responsibility. You need to stay alert as to the new types of toll fraud and new ways of combatting it, and make sure that your system is as secure as possible. By using this newsletter and the conferences and seminars produced by ACUTA, you can help protect your campus and save money—and that is something every college administration understands!

*Eddie Pope is a Dallas lawyer who has contributed articles to Public Communications and other telecommunications publications.*



## Columbia University exceeds ADA requirements

**Corinne M. Hock**  
Manager, Student Services  
Columbia University

Sometimes a simple solution can solve a complex problem. Here at Columbia University, we replaced all ROLM handsets with hearing-aid-compatible (HAC) handsets last summer.

However, as the project ended, I received a call from a new Law School associate who wears a small hearing aid. She reported her handset was producing feedback and she couldn't hear well.

Knowing that the Law School offices are often locked, I was confident that our technicians had probably not been able to gain access to her office to replace her handset with the HAC model. I asked her to check inside the handset, since the new models are inscribed with "ROLM-H." She did indeed have one of the new models.

To solve the problem, I called ROLM and Maxi Aids, a vendor specializing in products for persons with disabilities. A representative at Maxi Aids suggested that I order a pair of their Hear-Eze Phone Mufflers. This

device is a round piece of foam rubber, with the center cut out, to which a self-adhesive strip is attached. The foam piece is then attached to the handset earpiece.

Questioning how a piece of foam rubber could possibly resolve the problem, I was curious to try the muffler. When it finally arrived, I rushed over to the Law School to test it. The Hear-Eze muffler may be a simple device—but it works!

We now have a very happy Law School associate, and our Communications Services department has learned that the costly and time-consuming project to swap handsets does not always help some hearing-aid wearers. We now keep an ample supply of mufflers in the stockroom. Columbia's ADA committees are also happy with our department's efforts, which have extended beyond the minimum ADA requirements.

For more information about the muffler, you can reach Maxi Aids at (800) 522-6294. Other companies may also carry a similar product.

If you have questions about ADA compliance at Columbia or would like to share your ADA experience, call me at (212) 854-2897.

## University of Mississippi Telecom survives icy blast

**Buster Clark**  
Assoc. Director of Telecommunications  
University of Mississippi

On February 10 and 11, twenty-six counties in North Mississippi experienced a severe ice storm that caused power outages and telephone service interruptions that were still unresolved as much as a month later. About 225 work crews from South Carolina, Georgia, Alabama, Florida, Louisiana, and Texas joined local forces in an effort to restore electricity to the many homes in the area.

### What's happening on your campus?

In February, we saw how Bob Aylward led University of Wyoming Telecom through a pig and cable roast...Now, see why the University of Mississippi found an ice storm to be a "real gas"...And how Columbia went beyond the law.

What's *your* story? As often as you send them to me, I'll share stories of how you successfully handled a major crisis or averted disaster. It's just a part of *Takin' care of business!*

*Remember: There just may be an award at the Conference in July for the school with the best story!*

The University of Mississippi has a Definity G2.2 telephone switch with about 4,000 active stations. Because it is a DC switch and has a natural gas generator that keeps the batteries charged, we never lost our telephone service on campus. The majority of University-owned cable is in conduit, especially our residence halls. Can you imagine hundreds of frantic parents unable to reach their sons and daughters?

We only lost one "drop" to a building annex that had six telephones working. That was back

in service shortly and we began helping the local telco replace their "drops" on campus that were damaged (we currently lease some cable from the local telco.)

Power was finally restored to the Telecommunications Center four days later. The gas generator had not only kept the switch up and running during the power loss, it also operated our climate control system which kept the switch room and accounting room at the required temperature.

But Mother Nature wasn't through with us. On March 2, less than a month later, I received a call at 5:30 a.m. saying that the moisture detectors we added when we installed the G2 had signalled a leak. Left undetected, that leak would have resulted in water underneath the switch in about 2 hours.

Does University of Mississippi Telecom know the value of a disaster recovery plan? Well, yes. In fact, we're scheduling time to refine the one we have in place.

Takin'  
care of  
business...





## 21st Century Technology

### Living in an electronic world

According to the *Atlanta Journal-Constitution* (2/17/94) Atlanta's Winn-Dixie supermarkets will soon be offering **on-line computerized ordering services** through America Online for a \$9.95 delivery fee. ...But that's not all you can do from home. As reported in the *Wall Street Journal* (2/16/94), **More than 14 million tax returns will be filed electronically this year**, according to IRS estimates....Are you one of the 12 million + Americans **dialing into a BBS** every day? *Investor's Business Daily* (2/17/94) cites *Boardwatch*, a magazine that follows BBS issues, in reporting that **the number of electronic bulletin boards has doubled in the past 18 months to 60,000 nationwide**. ...Unfortunately, although the Internet may have begun as a university research network, **a large portion of colleges and universities remain unconnected**. Many small liberal-arts colleges, two-year colleges, and institutions that serve low-income students are struggling to wire their campuses and get Internet connections. Meanwhile, many faculty and students on campuses that are connected do not use Internet because of the **difficulty of use, inadequate training, and the cost of wiring offices**. (Information from the *Chronicle of Higher Education* 2/28/94)

### Lawn Ranger rides again!

From the *St. Petersburg Times* via EDUPAGE, we learn that Robo-mower is on its way! A 12.5-pound solar-powered robotic lawn mower cruises the yard continuously and silently, using an on-board computer and sensor to guide the device while it cuts the grass. Poulan Weed-Eater and its parent company A.B. Electrolux of Sweden plan full production next year.

### For employees only

Job losses in the communications industry throughout North America dwarf those in any other sector, according to Chicago-based consulting firm Challenger, Gray & Christmas. Of the 108,946 jobs lost in the US last year, 44,134 were in communications, says a story in the *Toronto Sun* (2/10/94).

But, interestingly, a *Communications Week* survey showed that the average corporate site had 63% of its PCs networked and that "chief networking officer" is emerging as a new job category. (*Investor's Business Daily* 2/10/94)

And the *Wall Street Journal* (2/22/94) says older folks have become more comfortable around computers during the past five years. A Bell-South manager claims they're more adaptable and have a better knack for visualizing applications than their younger colleagues with less on-the-job experience.

### Optical fingerprints

In the *Tampa Tribune* (2/20/94), there's a story about the National Registry which uses an optical scanning technology to create and compare digital maps of the finger surface. The map can be converted to a modified bar code for inclusion on a wallet ID card. The information can also be encoded on circuitry inside a credit or debit card.

### PDA's PDQ... but still p-r-i-c-e-y

Apple has improved word recognition software for the new version of the Newton Messagepad, which now tries to read a word letter-by-letter rather than looking it up in a dictionary. The new Newton will also give you communications capability for paging (two-way wireless modems have been announced but are not available yet), more applications software, and a lower price (now \$599).

From the competition, Motorola is introducing Envoy, a personal communicator that will let users send and receive messages through Ardis, the world's largest wireless network. A user can tap on-screen boxes and can also jot down a note and transmit it as written. Envoy will retail for about \$1500. Unlike the Newton, it makes no attempt to recognize handwriting.

Meanwhile, General Magic and AT&T have come up with a technology they call Telescript that enables different electronic devices, such as PDA's, PCs, and interactive TVs to communicate with each other. According to the *Wall Street Journal* (1/4/94), the software also sends preprogrammed agents onto networks to perform assigned tasks, such as message handling.

### HDTV signal system set

The final decision on high definition television technical standards has been made, with the selection of Zenith Electronics' "vestigial sideband" signal-transmission system. High definition TV, which will have ten times as many pixels as appear on a standard TV set, will be demonstrated during the 1996 Olympics. Look for sets to be in homes by the year 2000 or earlier, at a probable cost of about \$4,000.

### Print your own stamps

According to the *Atlanta Journal-Constitution* (3/5/94), the U.S. Post Office is testing a postage mailing center machine which allows a customer to insert money to print a single stamp sufficient for any letter or package being mailed, from 19 cents to \$99.99.



## Get your money's worth from your membership dollars!

**Kellie Bowman**

*ACUTA Membership Services Coordinator*

Are you getting your money's worth from your ACUTA membership?



**Search for new members continues...**

Part of my job is to help you take full advantage of the benefits of "being part of the network." Since ACUTA revised its dues structure so that membership is based on

enrollment, schools may be entitled to add one, two, or three additional non-voting members. If you haven't already designated these people, or if you have a question about your level of membership, please call me at (606) 278-3338. Others from your school could be receiving the monthly newsletter, membership directory, monographs, and other publications and benefits.

It's exciting that this new structure has already added almost 700 new non-voting members. These are people involved in telecommunications who experience the same challenges, successes, and frustrations as you. That's a lot of experience to draw on! ACUTA is proud of the networking opportunities provided by our seminars and conferences. And as a part of one of today's fastest changing professions, I'm sure you welcome that kind of support.

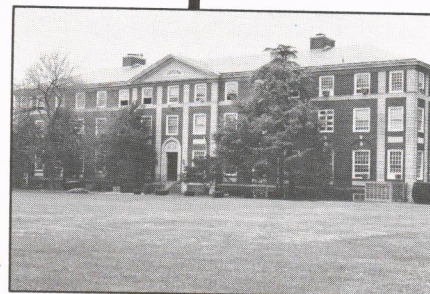
Through your ACUTA membership you'll stay up-to-date on technological developments, career and management strategies, planning and budgeting issues, and more. ACUTA also provides a vehicle for exchange of information on every level, from local to international.

I encourage you to take advantage of ACUTA's many resources. As you utilize all the benefits of your membership, you'll be making our Association work better for everyone.

## Region 1 to meet June 15-16

### Hot Topics in Telecommunications

- ATM
- Regulatory Update
- RBOC: Visions of the Future
- Cornell: Combining voice & data departments on the university campus
- Two additional topics to be announced



Adelphi University will host Region 1 Meeting June 15-16

### Wednesday, June 15

- 10:00 a.m. Registration begins
- 11:15 a.m. Box lunch
- 12:00 noon Introductions
- 12:30 p.m. First session begins
- 5:00 p.m. Last session ends
- 7:30 p.m. Reception

### Thursday, June 16

- 7:00 a.m. Breakfast
- 8:00 a.m. First session begins
- 12:00 noon Lunch
- Meeting ends

### Accommodations

As the host school, Adelphi University will make a limited number of dorm rooms available to those who want to stay on campus. Contact Dave Wirth at (516) 877-3015 as soon as possible.

The Long Island Marriott is also holding some rooms at the rate of \$89 per night. Call (800) 832-6255 before May 24. Be sure to mention ACUTA to qualify for the special rate.

### Registration

Cost to members is \$50. To register, contact Kellie Bowman, Membership Services Coordinator, at the ACUTA office, (606) 278-3338. For information, contact Region 1 Director, Tony Mordosky, Millersville University, (717) 872-3341.

## ACUTA Calendar

**1994 ANNUAL CONFERENCE**  
**Anaheim, CA**  
**July 31-Aug. 4**

HOTEL

Anaheim Hilton

TOPICS

- Management
- Regulatory Issues
- Professional Growth
- Voice, Data & Video more

**Fall Seminar**  
**Richmond, Virginia**  
**Oct. 16-19, 1994**

HOTEL

Hyatt Richmond

TOPICS

- Network Planning & Management
- Student Services

**Winter Seminar**  
**Maul, Hawaii**  
**Jan. 17-21, 1995**

HOTEL

Inter-Continental Resort

TOPIC

To be announced

**Spring Seminar**  
**Kansas City, Missouri**  
**April 9-12, 1995**

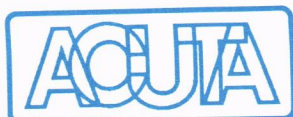
HOTEL

Hyatt Regency

TOPIC

To be announced





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### Editor's Notes...



I'll be right up front. This column has nothing to do with telecommunications. Maybe if you stretch it and say it has to do with people and people work in the telecom department, then it has to do with telecommunications. Some things bother me, and real high on the list is a new buzzword: Gender Equity. It makes a stupid point, in my opinion. I heard this morning that a professional women's group on a local campus bemoans the fact that at the current pace, it will take 53 more years to achieve gender equity on the faculty at this institution. To me, that's an empty goal. If I were to ask a university president (or perhaps more importantly a university student) how many men and how many women were on the faculty at that school, the ideal answer would be, "I really hadn't noticed, but they are all truly brilliant." Shouldn't we be more concerned with *quality* than gender? Isn't it more important to look for the best *person* for any job, not x number of men and x number of women? I admit I'm not a very liberated woman in some respects. But while I hope I'm never *rejected* for a job because I'm a woman, I also hope I'm never *hired* just because I'm a woman. I want to be hired because I was the best person for the job. Seems to me we ought to all be concentrating on being better qualified and let quotas take care of themselves. It would appear that some women think we need quotas because not enough women are capable. And I'd debate that with anyone! The sheer *number* of women in positions of responsibility will never change men's opinions of women's abilities. That will happen only when women show what they can do. ... Maybe I'm just on this soap box because Lewis Grizzard is dead and I don't feel so good myself. I'll miss you, Lewis!... Send comments to Pat Scott at ACUTA's new office: phone (606) 278-3338, fax (606) 278-3268 or e-mail pscot00@ukcc.uky.edu.

### Welcome New Members

February 17–March 22, 1994

#### Region 2 (Southeast)

- Univ. of North Carolina, Greensboro, NC. Robert DeVaughn (Previously at Winston-Salem State U.) (910) 334-5937
- Univ. of Maryland, College Park, MD. Dorothy Chrismer (301) 405-4404; Jonathan Rood, (301) 405-4405; Linda Velasco, (301) 405-4428; Carrie Flint, (301) 405-4470
- Fayetteville State Univ., Fayetteville, NC. Robert Collins, (910) 486-1381; Leo G. Taylor, (910) 486-1531

#### Copper Corporate Affiliate

- Reliance Comm/Tec, Norcross, GA. James Crawford, (404) 449-0840

#### Region 3 (Midwest)

- College of Lake County, Grayslake, IL. John B. Slegers, (708) 223-3603; Robert Einhorn, (708) 223-0822

### ResNet presents student services symposium

*Thanks to Dave Barta, Univ. of Oregon, for the following information from a mailing list/bulletin board called ResNet.*

In support of academic excellence, and to provide richer living and learning environments, colleges and universities throughout the country are paving the way for the "Information Superhighway" to reach students where they live. The ResNet Symposium at Stanford University July 10–12, 1994 is designed to bring together those who plan, implement, and support residential information technologies, such as in-room networking, residence-based computer clusters, and video technologies. Many aspects of such services will be addressed through case studies, topic presentations, focus group discussions, and vendor participation.

For more information, send mail to: resnet94@lists.stanford.edu or call (415) 725-2739.

### Position Available

Telephone Manager  
Pima College

**Responsibilities:** Manage, plan, & implement district-wide telephone network including operation & services of all components; supervise & oversee mechanical & technical operation of telephone network; provide responsible technical telephone network assistance & support to administrators, faculty, & staff.

**Requirements:** Any combination of training & exp. that would provide required knowledge & abilities, such as: Equivalent to bachelor's deg. from accredited college/univ. with major course work in business mgmt. or related field. 4 yrs. of professional exp. managing & coordinating telecom systems, in which one year was in a lead or supervisory capacity.

**Salary:** \$32,633

**Application:** Submit completed application, resumé, and transcript(s), or equivalent documents by April 29, 1994 to: Pima Co. Community College Dist., Employment/Human Resources, 4909 E. Broadway, Tucson, AZ 85709-1190 (602) 748-4624; TDD (602) 748-4852; Fax (602) 748-4796

AA/EO

### List of fraudulent numbers

**Peggy Glowatz** of **Georgetown College** discovered 800/468-5683. From **Univ. of Nebraska Med Center**, **Anne Pille** called to report 800/468-7825. From **Terri Amore**, **Quinnipiac College**, we received 800/456-3825 and 800/414-9388.

**Lora Fleener**, at **Harding University**, sent a whole list, including all these that begin with 800/468-: 5347, 2569, 5239, 6938, 7399, 5878. Also, international numbers (011 prefix on all): 597429240, 597429038, 597429014, 5015921992, 85217211149, and 2391293703. She has also blocked (809) 563-9013, (809) 563-9160, and (809) 563-9431.

Remember, I'm *not* dialing to verify these.